



POLICY & ACTION FROM CONSUMER REPORTS

March 4, 2015

The Honorable Greg Walden, Chairman
Subcommittee on Communications and Technology
Committee on Energy and Commerce
2182 Rayburn House Office Building
Washington, D.C. 20515

The Honorable Anna Eshoo, Ranking Member
Subcommittee on Communications and Technology
Committee on Energy and Commerce
241 Cannon House Office Building
Washington, D.C. 20515

Dear Chairman Walden and Ranking Member Eshoo:

As the House Energy and Commerce Subcommittee on Communications and Technology meets to consider the Federal Communications Commission's FY 2016 budget request, Consumers Union, the policy and advocacy arm of Consumer Reports, writes in support of the FCC's ongoing IT modernization efforts and to note the importance of these initiatives for consumers.

Today's hearing is an important opportunity to ensure that the FCC is able to implement the technology it needs to streamline existing processes and achieve its Congressional directives.

The efforts to modernize the FCC's systems have already resulted in benefits to consumers. The Commission's new online help center improves the complex and outdated complaint process and provides educational materials in a consumer-friendly format. Consumers Union provided input in this process and believes it was an important first step in improving the FCC's systems and online presence.

We strongly support the Commission's stated goals of modernizing its reporting systems, improving transparency, and promoting data-driven policymaking.

As the Commission notes, limited funds continue to serve as a barrier to continued improvements – improvements that would result in cost savings, efficiency, and could ultimately help protect consumers.

We hope the Subcommittee will provide the FCC with the critical resources it needs to help and serve consumers.

Sincerely,

Delara Derakhshani
Policy Counsel
Consumers Union

Consumers Union

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